THE CHALLENGES OF ONLINE LEARNING POST COVID-19 PANDEMIC AMONG STUDENT REPRESENTATIVE COUNCIL IN UTeM

A project report submitted in partial fulfilment of the requirement for the award of the degree of Bachelor (Hons.) of Technology Management (Innovation)
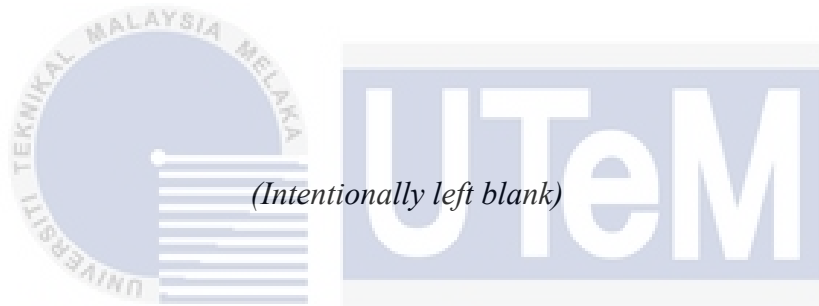
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I certify that this thesis entitled "THE CHALLENGES OF ONLINE LEARNING POST COVID-19 PANDEMIC AMONG STUDENT REPRESENTATIVE COUNCIL IN UTeM" was prepared by SALMAN BIN SHAFARUDDIN (B061910336) has met the required standard for submission in partial fulfilment of requirement for the award of Bachelor (Hons.) of Technology Management (Innovation) at Universiti Teknikal Malaysia Melaka.

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STUDENT DECLARATION

With the exception of citations and quotations that have been properly acknowledged, I hereby declare that this thesis is based on my original work. I further declare that it has not been submitted for any degree or award at Universiti Teknikal Malaysia Melaka or any other institution earlier or concurrently.

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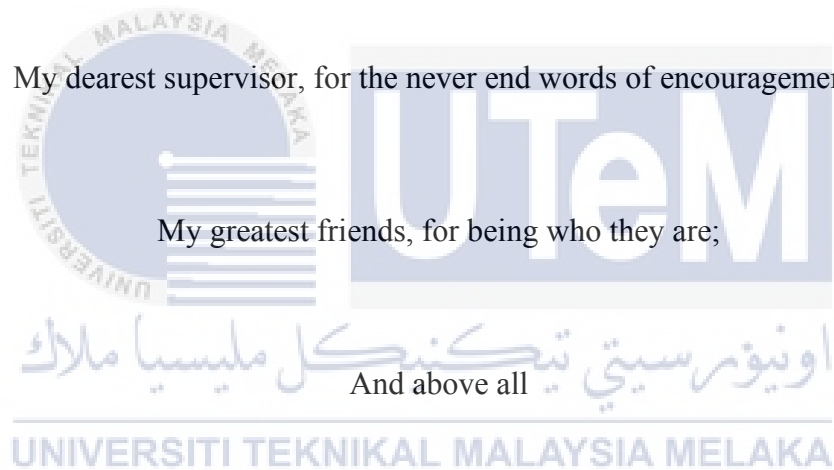JANUARY 2023

III

DEDICATION

This humble work is dedicated to:

My supportive family, for the infinity love and sacrifices;

My dearest supervisor, for the never end words of encouragement;

My greatest friends, for being who they are;

And above all

To Allah SWT, the Almighty and;

Muhammad SAW, the best teacher and messenger

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Alhamdulillah, praise to Allah S.W.T

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ABSTRACT

Online Learning encompasses a range of technologies such as the world wide web, email, chat, new groups and texts, audio and video conferencing delivered over computer networks to impart education. There are some advantages to the implementation of online learning in education particularly for higher education institutions, and considering its many advantages and benefits, online learning is considered to be one of the best methods of education. This research discusses the study's background, including how online learning is defined, as well as the challenges of online learning that affect the Student Representative Council (SRC). For this research, there are three main research objectives and research questions that have been clearly discussed by the researcher. Lastly, the researcher uses primary data by distributing the interview semi-structured questions to the SRC and secondary data obtained from internet articles and journals as a research method for this project. The researcher hopes that this research will benefit the students, universities, and government as a blueprint for the continuity of education post-pandemic in the future.

Keywords: Online learning, Covid-19, Roles, Challenges, Solutions

ABSTRAK

Pembelajaran Dalam Talian merangkumi pelbagai teknologi seperti web seluruh dunia, e-mel, sembang, kumpulan dan teks baharu, persidangan audio dan video yang dihantar melalui rangkaian komputer untuk menyampaikan pendidikan. Terdapat beberapa kelebihan kepada pelaksanaan pembelajaran dalam talian dalam pendidikan khususnya untuk institusi pengajian tinggi, dan memandangkan banyak kelebihan dan faedahnya, pembelajaran dalam talian dianggap sebagai salah satu kaedah pendidikan terbaik. Penyelidikan ini membincangkan latar belakang kajian, termasuk bagaimana pembelajaran dalam talian ditakrifkan, serta cabaran pembelajaran dalam talian yang mempengaruhi Majlis Perwakilan Pelajar (MPP). Bagi penyelidikan ini, terdapat tiga objektif kajian utama dan persoalan kajian yang telah dibincangkan dengan jelas oleh pengkaji. Akhir sekali, pengkaji menggunakan data primer dengan mengedarkan soalan temu bual separa berstruktur kepada MPP dan data sekunder yang diperoleh daripada artikel dan jurnal internet sebagai kaedah kajian untuk projek ini. Pengkaji berharap agar penyelidikan ini dapat memberi manfaat kepada pelajar, universiti dan kerajaan sebagai "cetak biru" untuk kesinambungan pendidikan pasca pandemik pada masa hadapan.

Kata kunci: Pembelajaran dalam talian, Covid-19, Peranan, Cabaran, Penyelesaian

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CHAPTER ONE: INTRODUCTION

The researcher chooses to investigate the challenges of online learning post Covid-19 pandemic among Student Representative Council (SRC) in UTeM. This chapter explains the introduction of this research, which is the background of the study, problem statement, research question, research objective, scope of the study, research significance, and summary.

1.1 Background of The Study

It is a long time in universities, the typical instructional delivery system was a classroom with a professor delivering lectures to students and the students listening and taking notes. The professor-student relationship has been identified as an important component of learning in this delivery platform. However, numerous new qualities are suggested by technology that can be used to make instruction more engaging for. It is frequently assumed that new technology alters educational practises. Many proponents of online learning believe that everyone should be prepared with a basic understanding of technology and the ability to use it to accomplish educational goals.

The world is battling a Covid-19 pandemic since earlier 2020. Malaysia was no exception. It was on January 25, 2020, that Malaysia's first confirmed Covid-19 infection in 2020 was discovered when a Chinese tourist, who entered Malaysia through Singapore, was discovered to have the virus. At the end of April 14, 2020, Malaysia's Ministry of Health (MOH) reported 4,987 confirmed Covid-19 cases, resulting in 82 fatalities.

An authority termed the Movement Control Order (MCO) has been put into place for Malaysians as a result of the exponential daily rise in the number of Covid-19 infected patients declared by Ex-Malaysian Prime Minister Tan Sri Muhyiddin Yassin, who took effect on March 18, 2020. Educational institutions were also impacted by the pandemic, which ultimately altered the way education is acquired. In Malaysia, the rapid expansion of Covid-19 has compelled governments to close faculties and implement remote education.

The Malaysian Ministry of Higher Education (MOHE) has stated that all public and private universities would use online learning until the end of December 2020 to undertake

teaching and learning activities. In addition, students at all public and private universities were compelled to postpone all courses and lectures for two (2) weeks during the first phase of the MCO. Besides that, starting of April 2020, these universities will be compelled to offer lessons and instruction via any appropriate online platforms.

For the first time, all lecturers were required to deliver their teaching through online courses and classes. Lecturers have experienced several difficulties as a result of this teaching method. Besides that, experts have concluded that specific study is needed to take use of these educators' unique perspectives. Educators, SRC, future candidate of SRC and interested parties might benefit from the findings of this research, which could help them better understand the problems that occurs through online learning in Malaysia's education sector.

The order made by MOHE were affecting all public and private universities to encourages lecturers to teach from home and students to study from home, making online learning a popular to the emergence of new learning behaviour changes has a wide impact on various aspects of universities life. This phenomenon is difficult for lecturers and students to accept since they are not prepared to adjust to the digital environment, but it is unavoidable. In addition, online learning was the preferred methodology of lectures for universities.

Furthermore, the need for online learning has been expanding due to its capacity to reach worldwide users, unique capability, accessibility, and adjustability in the long term (Azhari and Ming, 2015). Under the Malaysian Education Blueprint 2015–2025 (Higher Education), the MOE has undertaken measures in making online learning an important component of higher education and lifelong learning.

Universiti Teknikal Malaysia Melaka (UTeM), a Malaysia's public university, began online learning since MOHE implemented a policy regarding policy of MCO by the government. Learning management system (LMS) known as ULearn was updated to cater with the new online learning implementation such as it is more smooth, easy navigation, and organized. Other than that, UTeM were using massive open online course (MOOC) as their online platform initiative before pandemic Covid-19 hits us. This action was taken from MOHE that introduced MOOC in 2014 to advance the quality of education. Webex and other social media platforms like WhatsApp, Telegram, and YouTube were popular alternatives to MOOCs since they were free and more user-friendly.

However, many university students especially among SRC were discovered to be struggling with online learning in the face of these rapid changes, for students who are

handicapped, disadvantaged, or marginalised, online learning might be difficult. (The Regional Risk Communication and Community Engagement (RCCE) Working Group, 2020). The difference and dropout rates among them are a direct result of their incapacity to participate in online learning. Online learning also necessitates the dedication and self-control of students, especially those who are more socially fragile and in need of support in developing their social skills (UNESCO IESALC, 2020).

The quality of online learning as compared to face-to-face lessons is still a subject of debate (Panyajamorn et al., 2018). Even though students in the UK have a high level of computer literacy, they prefer face-to-face teaching and learning, according to a survey (Orton-Johnson, 2009). Computer and internet proficiency, and personal variables including gender, ethnicity, course year level, and financial aid status were found to have an impact on students' preparation for online learning (Lau and Shaikh, 2012).

Even while online learning is a viable choice for both students and lecturers, there are certain limitations, such as the fact that not everyone has easy access to a computer and the internet. According to an online newspaper from Focus Malaysia 2020, Dr Mistirine Radin said that 52% of students lack internet access because of poor infrastructures. Students in remote and isolated parts of Malaysia have difficulties in online learning because of inadequate infrastructure and restricted internet connectivity (Lee, 2020). In addition to limited internet access, students had trouble communicating with their professors, interacting with their peers, and accessing the laboratory.

Online learning also has a number of positives and negatives for students. There are several advantages to implementing online learning, particularly in higher education institutions, and when all of these benefits are examined, online learning is considered to be one of the greatest methods of education. According to Arkorful and Abaidoo (2015), online learning increases the effectiveness of knowledge and certifications by facilitating access to a vast amount of material.

Online learning has their advantages that will be listed some of them here. Students have a lot of schedule and meeting to attend so, with online learning, they should have an accessibility of time and place. Students are able to participate in their classes from any location of their desire, which is yet one of the advantages of receiving an education online. In addition to this, it enables educational institutions to connect with a broader range of prospective students as opposed to being constrained by geographical borders. In addition, online lectures

may be recorded, kept, and distributed for use as references at a later time. Students are therefore able to access the curricular information whenever it is most convenient for them.

Other than that, the lower overall cost for online learning is just another advantage of this kind of learning method. Learning one in a virtual environment is significantly more cost-effective than learning in the physical environment. This is due to the fact that participating in online classes removes the need for students to pay for things like transportation, meals, and most crucially, hostel. In addition, all of the class or study materials may be accessed online, making it possible to create a paperless learning environment. This results in an educational setting that is not only more cost-effective, but also better for the environment.

On the other hand, online learning also has their own disadvantages. Learning online can be difficult for many students because it requires them to concentrate on the screen for extended periods of time, which can be difficult for certain individuals. Students have a significantly increased risk of becoming quickly interrupted by social media and other websites when they participate in online learning. As a result, it is essential for lecturers to keep their online sessions succinct, interesting, and interactive in order to assist students in maintaining their concentration on the material being taught.

Moreover, students can get a great deal of knowledge simply by spending time with their colleagues. However, there are hardly any face-to-face contacts between the students and the lecturers in an online class. The students are frequently left with the impression that they are on their own as a consequence of this. In light of this circumstance, it is absolutely necessary for the university to make provisions for other modes of communication between the students and the lecturers. This can involve engagement through online messaging, emails, and video meeting, which will minimise the feeling of isolation and allow for less time spent alone.

As a consequence of this, each of these issues presents a challenge for both students and lecturers in online learning method. This issue presents a challenge that has an effect on the way students perceive online learning. After the Covid-19 epidemic, this study was carried out with the purpose of solving the challenges that university students encounter when it comes to online learning. Both the lecturers and the students have a responsibility to be more conscious of any shifts that may occur in the teaching method as a result of the passage of time.

1.2 Problem Statement

As a country has progressed, students have been introduced to the concept of online learning. Online learning can be done through a variety of other mediums and applications as well. As a result, students' ability to learn and use technology can be enhanced through participation in online programs. However, the evaluation is focused solely on external factors and does not consider the student's own internal factors. For an example for student's own internal factors such as their difficulties to stay focused on purely online context, they faced boredom, and lack of self-organising capabilities. As a result, some students are not able to use online learning related to these reasons.

Other than that, students who are disabled, disadvantaged, or marginalised, online learning might be difficult for them (The Regional Risk Communication and Community Engagement (RCCE) Working Group, 2020). The difference and dropout rates among them are caused by their inability to access and participate in online learning. Furthermore, students who are more socially insecure and require engagement to improve their social skills, online learning also necessitates a high level of student commitment and self-discipline (UNESCO IESALC, 2020).

Self-motivation is a crucial necessity for online learners, nonetheless, many online students are surprised to discover that they lack this ability. After enrolling in courses offered through online learning, many students find that they are unable to keep up with the materials and entertain the possibility of quitting their studies altogether since the challenges of dealing with technology platforms appear to be overwhelming. Students need to find the motivation to follow the latest educational trends, and they also need to adequately equip themselves for the difficulties they will face in their education and career in the future. Only a positive mindset will be able to assist them to overcome the problems that they face in online learning method. Even though this is difficult to put into practise, students need to be aware that it is important in order for them to enjoy the benefits of online learning in the future.

Students frequently expressed having trouble managing their time effectively when attending their online classes. They have no prior experience with online learning, so it will need a lot of effort on their part. They are unable to effectively manage their time without a planned planner at their disposal. In contrast to traditional classrooms, online learning allows for more flexibility with regard to scheduling. However, some of them have trouble adjusting

to the time commitment that is necessary for online learning. In addition, they lack the art of mastering time management because the effort and time commitment involved in online learning can be extensive. In addition, despite the fact that they are the most likely to favour web-based learning programmes due to the flexibility they offer regarding their location, students rarely have the time to actually participate in the classes themselves because of the many other responsibilities they have in their daily lives.

Moreover, Saud (2015) claimed that the technology's accessibility, adaptability, and efficiency are their own factors or dimensions. For online learning reasons, it is also important to assess the capabilities and efficacy of the technology being employed. This is due to the fact that not all technologies are available to students and teachers. Online learning necessitates the use of cutting-edge technology, and this is especially true given how rapidly the field evolves. In addition, the use of proper technology can encourage students to continue their education on the internet. Online learning frameworks used to create and govern information are no longer capable of retaining a student's attention when he or she is engaged in learning activities (Aixia, 2011).

Since many students do not have access to the high bandwidth or the stable internet connection that is necessary for online classes, they are unable to keep up with their virtual colleague which in turn creates difficulties for their learning activities and experiences. Students in remote and isolated parts of Malaysia have difficulties in online learning because of inadequate infrastructure and restricted internet connectivity (Lee, 2020). In addition, due to their little knowledge of technology and software applications, students frequently experience difficulties when participating in online classes. How quickly they are able to attend the class and ensure that they do not miss any live sessions can be significantly impacted by the speed and quality of their internet connection. There is a chance that their internet connection is bad if they have trouble downloading certain information relevant to the topic, experience blurry videos, or other similar issues.

Furthermore, even though students are generally knowledgeable with technology and, as a result, are able to use computers effectively, a significant problem exists among today's students in the form of a lack of computer literacy. Most of them are incapable of handling even the most fundamental applications, such as Microsoft Word and PowerPoint, and as a result, they are unable to manage their documents well. Additionally, many students struggle to fix even the most fundamental computer issues such as opening the back cover of their laptop

to diagnose the laptop since they lack understanding in this subject area, which makes the process frustrating for them. The ability to follow online learning, however, requires students to have a certain level of technological skill. This is because students need to be able to organise their coursework and assignments without too much difficulty.

After been exposed to the traditional learning environment of a classroom for many years, the students have a tough time adjusting to the setting of online learning. Students who are accustomed to learn in a classic classroom setting find it difficult to concentrate on multiple tasks on the online learning platform at the same time. Because of their refusal to accept, they are unable to adjust to the atmosphere of online learning. In a traditional classroom setting, students are expected to take notes and actively listen to the lecturers. However, participating in online classes requires students to be more active. Students that think in a traditional mindset find it challenging to adjust to new learning environments, yet it is imperative that these students do so with an open mind and heart in order to be successful. This perspective can be changed, and students will be more prepared for online classes, if they are aware of the benefits of online learning such as it is one of efficient way to get class materials online.

1.3 Research Question

To achieve the objectives of the study, this research aims to investigate the following questions:
   1) What are the roles of online learning among university students?
   2) Why university students face challenges for online learning?
   3) How the problems of online learning can be solved among university students?

1.4 Research Objective

The following are the research objectives that trying to achieve in this study:
   1) To study the role of online learning among university students.
   2) To examine the challenges of online learning among university students.
   3) To recommend solutions of online learning among university students.

1.5 Scope of The Study

This study is focused on finding the The Challenges of Online Learning Among Student Representative Council of UTeM. This study will provide three (3) main objectives that consists of (1) the role of online learning among Student Representative Council, (2) the challenges of online learning face among Student Representative Council, and (3) the solution of online leaning among Student Representative Council.

This study targeted a potential participant by filtration them to only six (6) respondents that are focusing on SRC of UTeM from eight (6) faculties that consists of Faculty of Electronics and Computer Engineering, Faculty of Electrical Engineering, Faculty of Manufacturing Engineering, Faculty of Information and Communications Technology, Faculty of Technology Management and Technopreneurship, and Faculty of Electrical and Electronic Engineering Technology. This is because, these students have a big responsibility as a student and as a SRC to cater with meetings and events that occur inside and outside university. They play a crucial role as SRC to provide solutions from decision they will make as stated in their manifestos to all university students.

Besides that, these students were experienced a beneficial of time during online learning for the past two (2) years before they became SRC, so researcher believe this study is suitable to meet the need of their perspective as an experienced students of online learning before became an SRC, while being SRC and after being an SRC. This study also wanted to provide what is the solutions that best to fit the need of future candidate of SRC to serve to all challenges that will occurs so that the management of SRC will have a better decision making on what they are going to do.

1.6 Research Significance

This study is beneficial to student and future researcher who wish to further review the challenges of online learning after Covid-19 pandemic among university students in UTeM. Also, this study will benefit students by providing on how student can improve their skill and knowledge despite of new method of learning in Malaysia. This improvement later will make the student as a future leader. The leadership skill that they will have will shape them as a discipline individual, have critical thinking as well as a problem solver.

This study will benefit public and private universities in Malaysia by providing more facilities regarding online learning for student to utilise it. The facility could be a good and stable internet connectivity and a strong bandwidth. By providing this, it will directly give more opportunities for student to stay competent in the learning process. In addition, universities could hold a program related to online method for students such as webinar that is cost-efficient.

This study will benefit government and industries to make a collaboration to strengthen a policy regarding online learning method. Government could provide initiative for helping students by giving student voucher or money credited to student's e-wallet platforms. Government also can collaborate with telecommunication companies to provide a good and smooth internet connectivity as well as strong bandwidth across the country. In addition, the program that launch by government called JENDELA is one of the good examples to lighten the load of students.

1.7 Summary

This chapter is consisting of a background of the study, which is related to the challenges of students and also about online learning. Then, describes the problem statement for this research which includes the dimensions of learners, instructors, and technology. It also includes the purpose of this research which is finding the critical challenges affecting student's capability towards online learning. This chapter also includes the research questions, research objectives, scope of the study, and the significance of study.